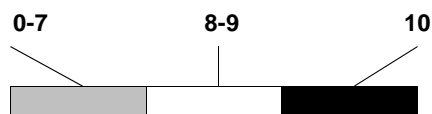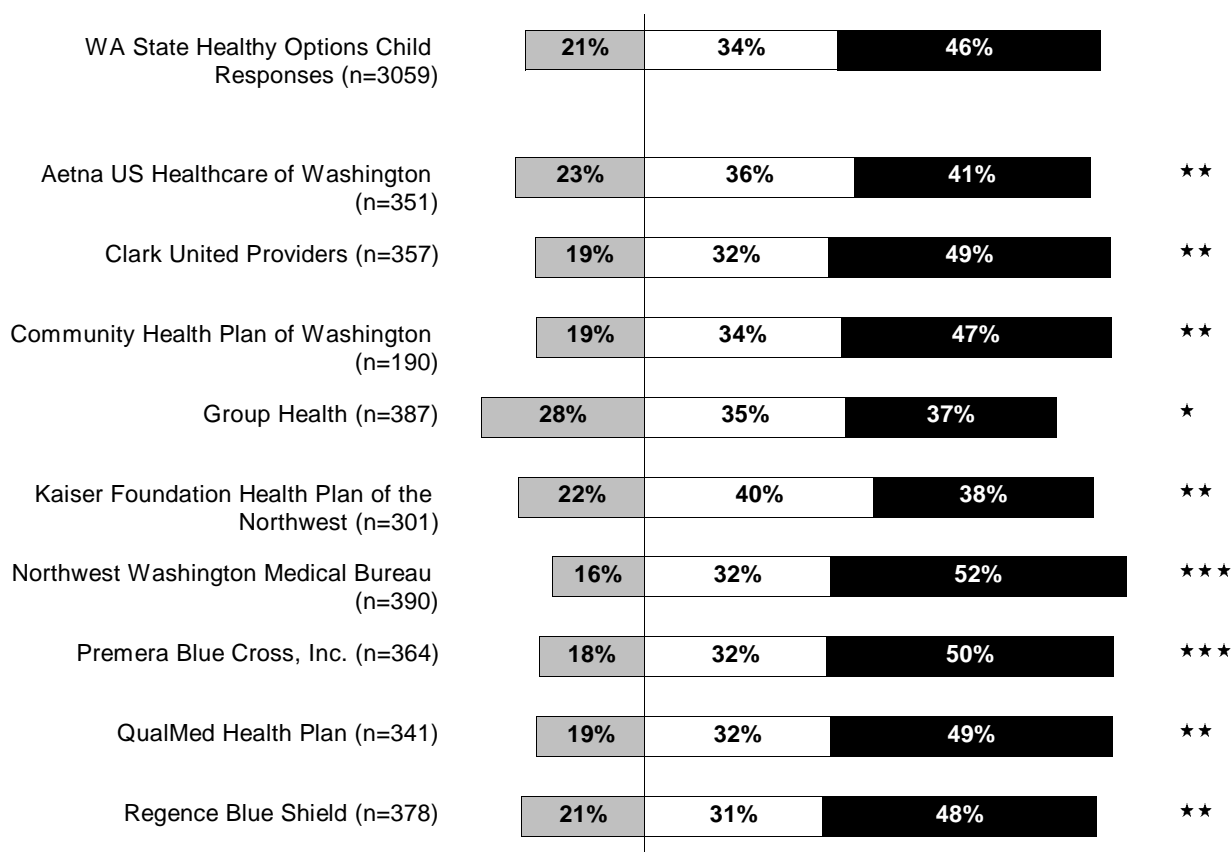# Rating Personal Doctors

Q11. **"Use any number from 0 to 10, where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible. How would you rate your child's personal doctor or nurse now?"**
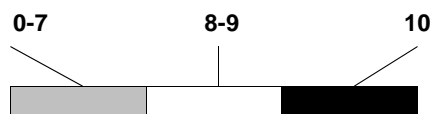
	0-7	8-9	10

★★★ = statistically better than WA State Healthy Options Child Average

★★ = not statistically different than WA State Healthy Options Child Average

★ = statistically worse than WA State Healthy Options Child Average

Plan	0-7	8-9	10	
WA State Healthy Options Child Responses (n=3059)	21%	34%	46%	
Aetna US Healthcare of Washington (n=351)	23%	36%	41%	★★
Clark United Providers (n=357)	19%	32%	49%	★★
Community Health Plan of Washington (n=190)	19%	34%	47%	★★
Group Health (n=387)	28%	35%	37%	★
Kaiser Foundation Health Plan of the Northwest (n=301)	22%	40%	38%	★★
Northwest Washington Medical Bureau (n=390)	16%	32%	52%	★★★
Premera Blue Cross, Inc. (n=364)	18%	32%	50%	★★★
QualMed Health Plan (n=341)	19%	32%	49%	★★
Regence Blue Shield (n=378)	21%	31%	48%	★★

NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Results are case-mix adjusted. To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar. Please see the detailed methodology appendix for additional information. Statistical tests are calculated on the case-mix adjusted scores, not the frequency distribution of the unadjusted responses.
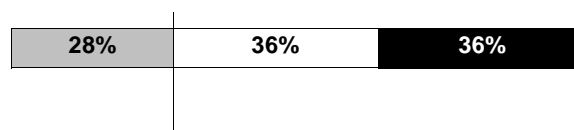
Rating Specialists

Q15. "Use any number from 0 to 10, where 0 is the worst specialist possible, and 10 is the best specialist possible. How would you rate your child's specialist?"

0-7   **8-9**   **10**

★ ★ ★ = statistically better than WA State
Healthy Options Child Average

★ ★ = not statistically different than WA
State Healthy Options Child Average

★ = statistically worse than WA State
Healthy Options Child Average

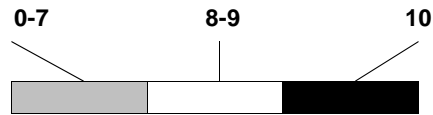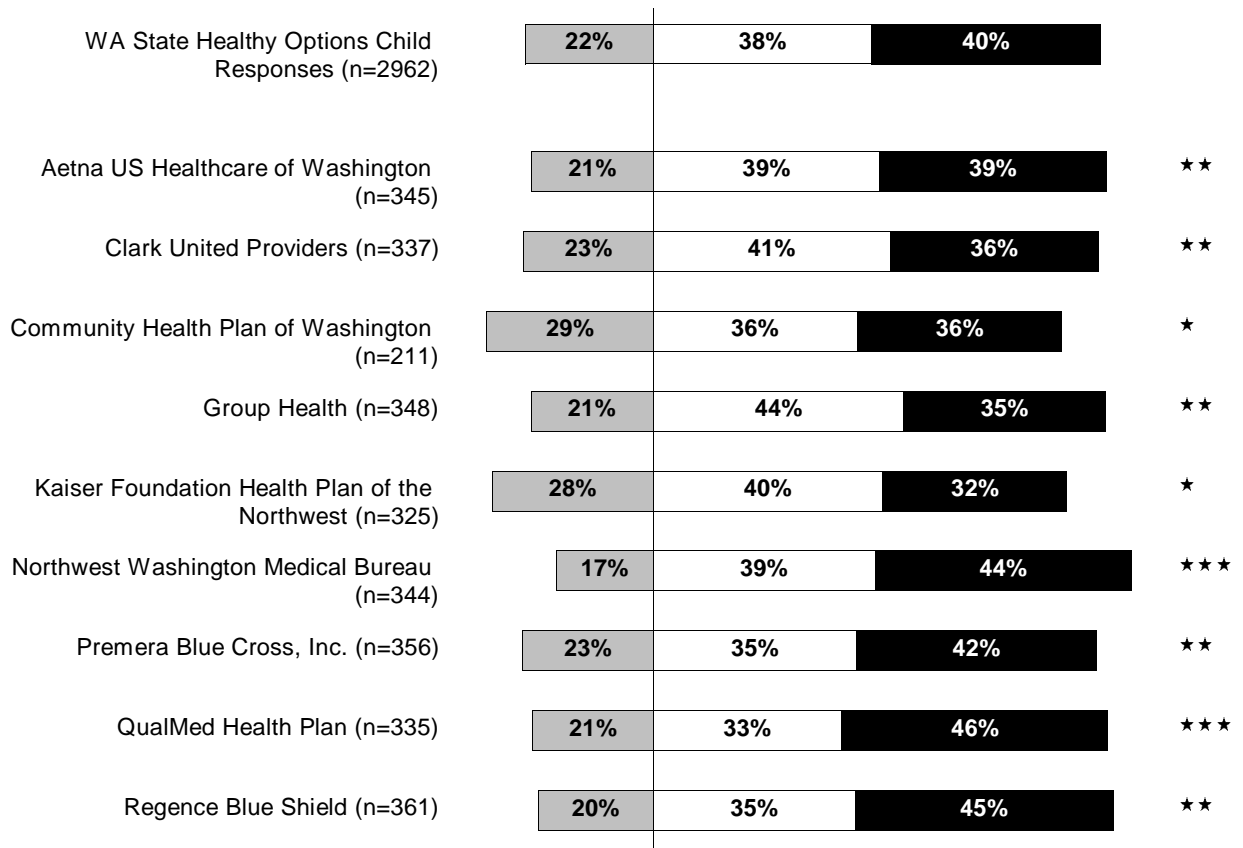|		
WA State Healthy Options Child Responses (n=616)	28% 36% 36%	
Aetna US Healthcare of Washington (n=75)	Scores with fewer than 85 responses are not displayed.	
Clark United Providers (n=74)	Scores with fewer than 85 responses are not displayed.	
Community Health Plan of Washington (n=44)	Scores with fewer than 85 responses are not displayed.	
Group Health (n=69)	Scores with fewer than 85 responses are not displayed.	
Kaiser Foundation Health Plan of the Northwest (n=72)	Scores with fewer than 85 responses are not displayed.	
Northwest Washington Medical Bureau (n=69)	Scores with fewer than 85 responses are not displayed.	
Premera Blue Cross, Inc. (n=66)	Scores with fewer than 85 responses are not displayed.	
QualMed Health Plan (n=71)	Scores with fewer than 85 responses are not displayed.	
Regence Blue Shield (n=76)	Scores with fewer than 85 responses are not displayed.	

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Rating Health Care

Q45. "Use any number from 0 to 10, where 0 is the worst health care possible, and 10 is the best health care possible. How would you rate all your child's health care?"
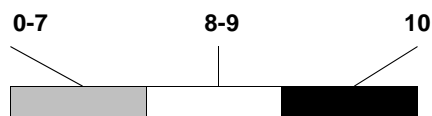
| 0-7 | 8-9 | 10 |

★★★ = statistically better than WA State Healthy Options Child Average

★★ = not statistically different than WA State Healthy Options Child Average

★ = statistically worse than WA State Healthy Options Child Average

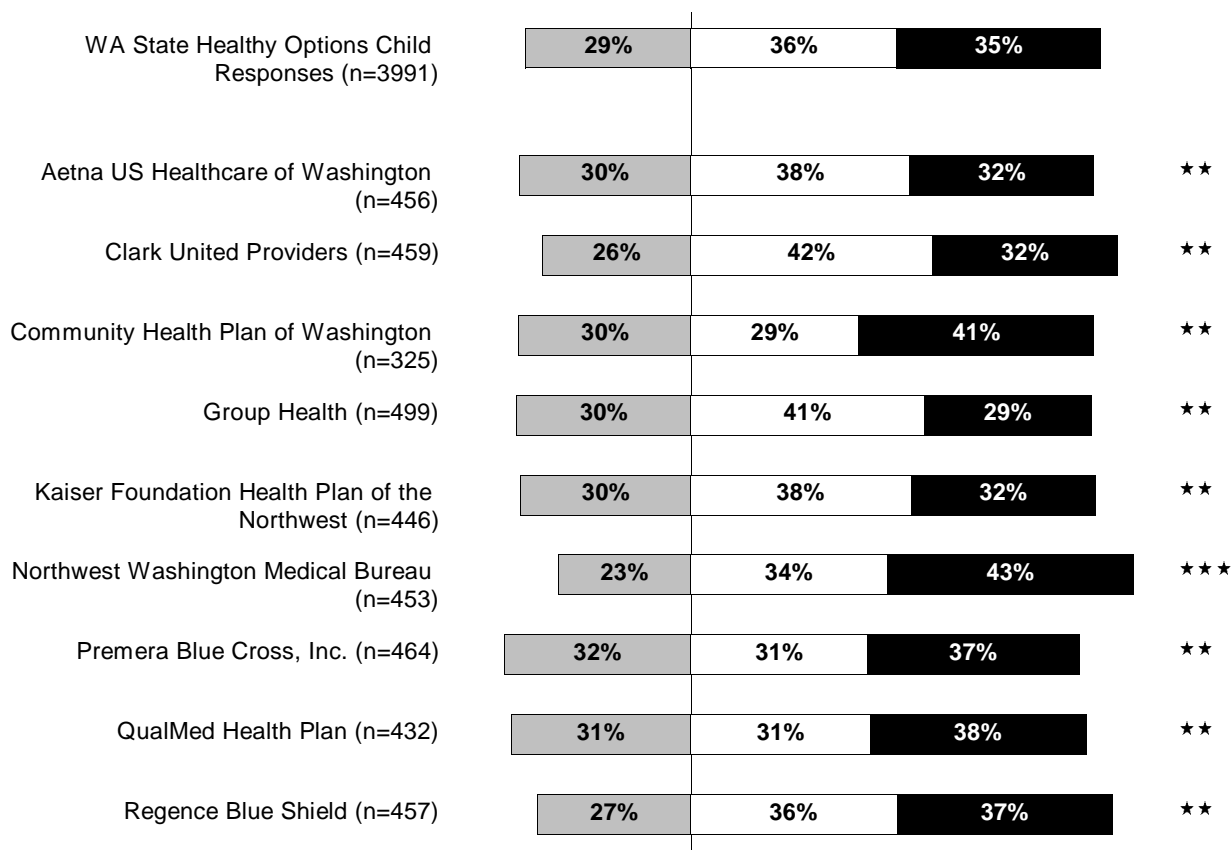| Plan	0-7	8-9	10	Rating
WA State Healthy Options Child Responses (n=2962)	22%	38%	40%	
Aetna US Healthcare of Washington (n=345)	21%	39%	39%	★★
Clark United Providers (n=337)	23%	41%	36%	★★
Community Health Plan of Washington (n=211)	29%	36%	36%	★
Group Health (n=348)	21%	44%	35%	★★
Kaiser Foundation Health Plan of the Northwest (n=325)	28%	40%	32%	★
Northwest Washington Medical Bureau (n=344)	17%	39%	44%	★★★
Premera Blue Cross, Inc. (n=356)	23%	35%	42%	★★
QualMed Health Plan (n=335)	21%	33%	46%	★★★
Regence Blue Shield (n=361)	20%	35%	45%	★★

NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Results are case-mix adjusted. To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar. Please see the detailed methodology appendix for additional information. Statistical tests are calculated on the case-mix adjusted scores, not the frequency distribution of the unadjusted responses.

Rating Health Plan

Q71. "Use any number from 0 to 10, where 0 is the worst health plan possible, and 10 is the best health plan possible. How would you rate your child's health plan now?"

0-7	8-9	10

★★★ = statistically better than WA State Healthy Options Child Average

★★ = not statistically different than WA State Healthy Options Child Average

★ = statistically worse than WA State Healthy Options Child Average

Plan	0-7	8-9	10	Rating
WA State Healthy Options Child Responses (n=3991)	29%	36%	35%	
Aetna US Healthcare of Washington (n=456)	30%	38%	32%	★★
Clark United Providers (n=459)	26%	42%	32%	★★
Community Health Plan of Washington (n=325)	30%	29%	41%	★★
Group Health (n=499)	30%	41%	29%	★★
Kaiser Foundation Health Plan of the Northwest (n=446)	30%	38%	32%	★★
Northwest Washington Medical Bureau (n=453)	23%	34%	43%	★★★
Premera Blue Cross, Inc. (n=464)	32%	31%	37%	★★
QualMed Health Plan (n=432)	31%	31%	38%	★★
Regence Blue Shield (n=457)	27%	36%	37%	★★

NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Results are case-mix adjusted. To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar. Please see the detailed methodology appendix for additional information. Statistical tests are calculated on the case-mix adjusted scores, not the frequency distribution of the unadjusted responses.